

Transcript: Justin

Mills-4792945253335040-4746147289677824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, benefits. This is Justin. How can I help you today? Uh, hi, Joe. I just wanted to see if my, my insurance was already active? Hmm. Okay, what's the staffing agency you work for? Uh, PGSF. And the last four of your social? 2863. And what were your first and last name? Uh, Jacqueline Yumanza. And for security purposes, can you verify your home address, including city, state and zip code? Mm. 6418 Tergarin Drive, Houston, Texas 77088. And your date of birth? Uh, February 5th, 2001. And a good telephone number I have is 832-455-7717. 7717. Yes, correct. Your email has as your last name, first name that you know? Yes. Okay, so looking at the file, it looks like you became active in the coverage as of, uh, Monday the 23rd, so you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information? I could possibly email it to you. Yeah, that's fine 'cause I'm feeling really bad, so I really want to go to the doctor. You mind if I place you on a brief hold for a second? Yeah, that's fine. Okay. Thank you. Hello, Jacqueline. You still there? Yes, I am. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. And that's, um, the email with my last name and first name, right? Correct. Okay. Oh, I just got it. And then- Awesome. Awesome. Yes. ... um, on there it says the... And what's the name of the, like the medical one? Is it Pulp Hypland? That's like the- Um, so the insurance carrier for your medical is 90 Degree Benefits. 90 Degree Benefits. Okay. C- 90 Degree Benefit. Okay. Uh, and, uh... And there should be telephone numbers in the email as well, so if you call them and provide them with your zip code, they can give you a list of those dental or medical providers. Mm-hmm. And, uh, APL is, uh... Which one's my dental? Uh, so the dental's through American Public Life, or APL. American Public PI- Okay. Okay. And then I just... when I call, I just tell them that I had the 90 Degree thing? Correct. Okay. All right. Well, thank you so much for your help. You're welcome. You have a great day, okay? You too. Thank you. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, benefits. This is Justin. How can I help you today?

Speaker speaker_2: Uh, hi, Joe. I just wanted to see if my, my insurance was already active? Hmm.

Speaker speaker_1: Okay, what's the staffing agency you work for?

Speaker speaker_2: Uh, PGSF.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2863.

Speaker speaker_1: And what were your first and last name?

Speaker speaker_2: Uh, Jacqueline Yumanza.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Mm. 6418 Tergarin Drive, Houston, Texas 77088.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, February 5th, 2001.

Speaker speaker_1: And a good telephone number I have is 832-455-7717.

Speaker speaker_2: 7717. Yes, correct.

Speaker speaker_1: Your email has as your last name, first name that you know?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you became active in the coverage as of, uh, Monday the 23rd, so you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information? I could possibly email it to you.

Speaker speaker_2: Yeah, that's fine 'cause I'm feeling really bad, so I really want to go to the doctor.

Speaker speaker_1: You mind if I place you on a brief hold for a second?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: Hello, Jacqueline. You still there?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay. And that's, um, the email with my last name and first name, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Oh, I just got it. And then-

Speaker speaker_1: Awesome. Awesome. Yes.

Speaker speaker_2: ... um, on there it says the... And what's the name of the, like the medical one? Is it Pulp Hypland? That's like the-

Speaker speaker_1: Um, so the insurance carrier for your medical is 90 Degree Benefits.

Speaker speaker_2: 90 Degree Benefits. Okay. C- 90 Degree Benefit. Okay. Uh, and, uh...

Speaker speaker_1: And there should be telephone numbers in the email as well, so if you call them and provide them with your zip code, they can give you a list of those dental or medical providers.

Speaker speaker_2: Mm-hmm. And, uh, APL is, uh... Which one's my dental?

Speaker speaker_1: Uh, so the dental's through American Public Life, or APL.

Speaker speaker_2: American Public PI- Okay. Okay. And then I just... when I call, I just tell them that I had the 90 Degree thing?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. All right. Well, thank you so much for your help.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye.